UC DAVIS HEALTH

Telehealth Guidelines for Remote Sites

- Do not room the patient until the specialist notifies you that they are ready to see the patient.

- Introduce the patient to the specialist immediately when the patient enters the room.

- Do not discuss equipment problems with the patient. If technical personnel must come into the room, be sure to ask the patient's permission first. If there is a prolonged problem with the equipment, remove the patient to the waiting room until the problem has been solved.

- Do not discuss staff or operational problems with the patient.

- Confidentiality: Keep all doors closed when talking to the patients and staff.

- If technical problems occur, call your technical support person or team immediately.

- Make sure the specialist and the patient are aware of all the people in the room at all times.

- During the consult, speak clearly with a normal speaking volume and remember that whispers can be heard.

- Clean medical scoping equipment between patients.